



State of Washington

DEPARTMENT OF FINANCIAL INSTITUTIONS
DIVISION OF BANKS

P.O. Box 41200 • Olympia, Washington 98504-1200

Telephone (360) 902-8704 • TDD (360) 664-8126 • FAX (360) 586-5068 •

<http://www.dfi.wa.gov/banks>

TO: Chief Executive Officers and Boards of Directors of Washington State Banks
RE: Working with Customers Affected by the SR-530 Mudslide (Snohomish County)
DATE: April 9, 2014

The Washington State Department of Financial Institutions (“DFI”) recognizes the grave impact that the SR-530 Mudslide (“Slide”) has had on the individuals, families, and businesses that reside in, work in, or commute to the affected area of Snohomish County. DFI also recognizes that some community banks have already reached out to affected customers and those efforts are greatly appreciated. As the disaster recovery effort moves into its next phase, DFI strongly encourages banks to continue to work with customers that may be affected by this disaster and offers the following suggestions:

What can your bank do to help?

- Consider identifying loan customers that may be affected by the Slide.
- Consider loan forbearance, loan modification, loan forgiveness, or other assistance options for uninsured debts held by individuals and businesses affected by the Slide.
- If there are applicable VA guarantees, FHA insurance, or private mortgage insurance (PMI) on mortgages of affected customers, consider the appropriateness of immediately accepting deeds in lieu of foreclosure (if requested) and filing loss claims.
- If there is life insurance, disability insurance, or debt cancellation contracts in place related to affected loans, consider immediately processing applicable claims.

What does DFI need from your bank?

- DFI is actively collecting data from regulated institutions that have customers in the Slide area. Please provide general information to Division of Banks that may be distributed to the Governor’s Office, and thereby may be publicly disclosed.
- Please report periodically to the Division of Banks with general information on whether your institution has:
 1. Identified customers that may be affected by the Slide, and/or
 2. Offered loan forbearance, loan modification, loan forgiveness, or other assistance options to customers affected by the Slide.
- Please send compiled information to Rick Riccobono, Director of Banks, via email at banks@dfi.wa.gov.

Further resources related to this subject may also be found on DFI’s webpage:
<http://dfi.wa.gov/consumers/natural-disasters.htm>.